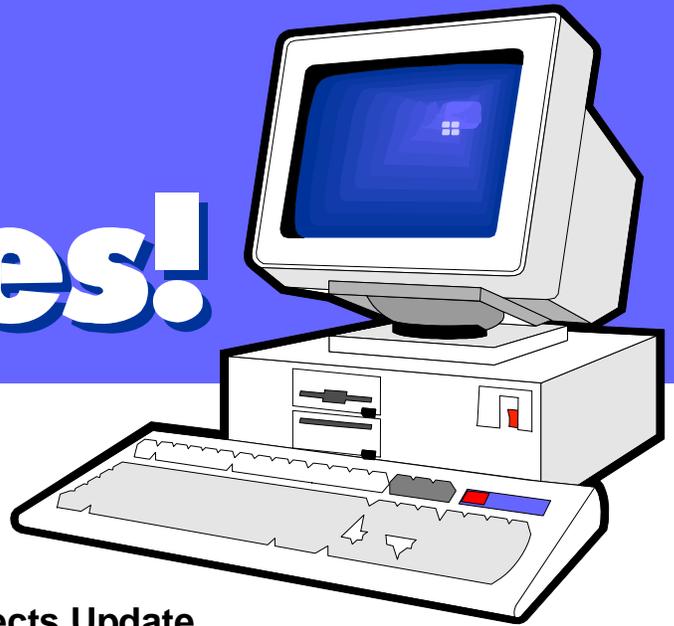


This Computes!



Department of Health Care Services
Children's Medical Services Network
(CMS Net) - Information Bulletin #258

New/Upcoming Projects Update

System Maintenance Change Request (SMCR) Now Available

The CMS Branch will now be posting the SMCR document on the [New/Upcoming Projects](#) section of the [CMS Net website](#). The SMCR document allows users to see the project overview and expected design. Several project SMCR documents are available.

Project Updates

I. Mailman Module

Mailman menu option and branching option will be removed from the legacy system on 06/28/2008.

II. User Security "County System Administrator" Assignment Forms

The following forms are now available on the CMS Net Website:

- [County System Administrator Security and Confidentiality Oath Agreement](#)
- [CMS Net Class Request Form](#)

The forms can be printed and faxed to the CMS Net Help desk at 916-327-0997.

III. Provider Registration (Previously Vendor Registration)

Remove the Vendor Registration menu option from Legacy and replace with the new Provider Registration file which includes Provider Master File (PMF), Non-PMF, and Special Care Center (SCC) providers.

IV. Web Follow-up Module

The SMCR design document is available to view.

V. Web Correspondence Module

The SMCR design document is available to view.

The denial/closure reasons and citations have been updated. If a user selects a denial/closure reason the associated citation will automatically display on the letters without user intervention.

The new Family Voices Notice of Action (NOA) and Cancellation letters will be included with the Web Correspondence module:

Notice of Action (NOA) Letter Modification

NOA letters are revised and written in a “Family Friendly” language.

Three NOAs will be available: a Service Authorization Request (SAR) NOA, Case Management NOA and Referral NOA.

- SAR NOA: To be used when denying a pending request or cancelling an authorized SAR. The SAR NOA will include the service provider and service codes.
- Case Management NOA: To be used when closing a case. This letter will be generated from Web Correspondence module but selected from Client Eligibility, Medical Eligibility, Financial Eligibility or Program Eligibility. The MC2134 will no longer be available. Two letters will be automatically generated when a case is closed one to the primary addressee and another to notify the provider.
- Referral NOA: To be used when denying a case. This letter will be generated when the case is denied prior to eligibility being established.

IMPORTANT NOTE: All NOAs will provide the family the right to appeal

Cancellation Letter Modification

One Family Voices Cancellation letter will be available. The purpose of the letter is to notify the family when the provider has ended/terminated medical services. This letter will automatically generate when this denial reason is selected.